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Mr Alberto Méndez

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16 September 2016

Dear Mr Méndez,

please forgive with me for writing to you in English. I really like your Aquaris X5 Plus 'phone that you have introduced a few weeks ago, and I am considering to replace with it my current mobile 'phone - a Sony Xperia ZL. Your Aquaris X5 Plus mobile 'phone has many excellent features and an appealing design, and it is also pleasantly compact. But unfortunately, your Aquaris X5 Plus mobile 'phone - like many other current mobile 'phones of various manufacturers - sorely lacks one feature that is very important to me, namely a lanyard eyelet. Please have a look at this picture of my current mobile 'phone - the Sony Xperia ZL:



As you can see, it has a nicely integrated and manifestly durable lanyard eyelet. My previous mobile ‘phone was a Sony Xperia Ray, which also had a lanyard eyelet. I have never lost or dropped my current mobile ‘phone or my previous mobile ‘phone, or had either of them stolen out of a pocket (or - indeed - at all). Instead, I keep my mobile ‘phone by itself in the front shirt pocket, from where I can quickly retrieve it, and where - during some calls, or when I listen to music - it can even remain when I have switched the loudspeaker on; and from the front shirt pocket, it can also not fall far, as I have the lanyard, to which it is attached, around my neck. When I ride the bicycle, even in heavy traffic, I can use my mobile ‘phone, and - again - I can quickly let go of it when necessary, without twisting around to reach a pocket or a bag to deposit it into.

Unlike many other people, thus, I never carry my mobile ‘phone in a back pocket of my trousers, like this . . .



. . . where it can easily be damaged . . .

a letter of 16 September 2016 by Ingo Porada to Mr Alberto Méndez



. . . or cause damage, . . .



. . . or dial calls by itself, . . .



. . . or be stolen, . . .



. . . or in other pockets that also contain keys, coins, spectacles, or used tissues and such other objects as are typically carried in pockets, but do not mix well with a mobile ‘phone.

Over the past several years, Sony mobile ‘phones were among the very few high-end mobile ‘phones that had an integrated lanyard eyelet. Only a small handful of mobile ‘phones by manufacturers whose products are not widely available, or / and are prohibitively expensive, or / and do not otherwise have good specifications also feature a lanyard eyelet, for example the Saygus V2, the Lumigon T3, and some Nokia / Microsoft mobile ‘phones. But to me, a lanyard eyelet, in combination with high-end specifications, in a realistically priced mobile ‘phone, for which there exists also accessible and reliable after sales support, is indispensable. Sadly, even Sony’s new mobile ‘phones no longer feature a lanyard eyelet.

Hereafter I illustrate some solutions that exist for attaching a lanyard to a mobile ‘phone that does not have a lanyard eyelet.





Obviously, all these means of attaching a lanyard to a mobile 'phone are very poor alternatives to a lanyard eyelet that is already – by design - part of the mobile 'phone itself.

The possibility of modifying a bumper case, so that a lanyard can be attached to it, and so that thus the mobile ‘phone can be carried on a lanyard, is again also not a solution that I consider practical or attractive. Firstly, from an aesthetic perspective, I consider a bumper case to be an adulteration of a well-designed mobile ‘phone, and I therefore prefer my mobile ‘phone ‘pure’. Secondly, a lanyard that is attached to a bumper case secures the contained mobile ‘phone only mediately and potentially secures the lanyard case alone, but not the mobile ‘phone. Thirdly, a bumper case defeats my purpose of having quick access to my mobile ‘phone even when I am in motion and even when I can use only one hand or / and want to conduct a call or listen to music while the mobile ‘phone is in the front shirt pocket. Fourthly, a bumper case may interfere with signal reception.

For all these reasons I am resolved to find a way, hopefully with your help, of attaching a lanyard - inconspicuously, securely and directly - to the Aquaris X5 Plus mobile ‘phone that I am looking forward to own in the near future. I can imagine two possible methods for such a modification, namely - firstly - securing a small nylon strap, such as the one that presently is positioned between my Sony Xperia ZL mobile ‘phone and the lanyard, to an existing screw socket inside the enclosure with an appropriately longer screw and a suitably adapted washer with a hook or eyelet and drilling a whole in the frame of the enclosure through which the nylon strap can emerge, and (2) custom-making a small, longish aramid pad and affixing it with a powerful industrial glue to the frame of the mobile ‘phone in such a way that its middle part remains unattached and bulges outward, so that the nylon strap can be looped around this middle part of that pad. But as I do not want to resort to self-help by disassembling and modifying a Aquaris X5 Plus mobile ‘phone myself, I thus now appeal for your assistance in supplying to me such a mobile ‘phone with the required custom-modification having been done at source, prior to delivery, at my expense. Alternatively, I would welcome it, if you could assist me in making contact with a service center or an individual of known competence in carrying out such a modification to a Aquaris X5 Plus mobile ‘phone.

I will be very happy to receive a positive and constructive response from you. Thus awaiting your valued communication, I remain, for now, with many thanks for your time in attending to my request.

Yours sincerely